



GOVERNOR'S COORDINATING OFFICES

Community Initiatives • Service & Volunteerism • Performance Improvement
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Location: Remote Meeting

Date/Time: Friday, January 22, 1pm

Minutes

- **DPSCS Update - Stanley Lofton**
 - Successfully integrated banking and mainframe systems that control disbursements. Continuing to refine those accounts and how they're set up
 - Working on reporting and an interface for monies that can't be matched to accounts
 - Continuing deep dive sessions into the system to explore: real time information sharing, roles and responsibilities in process
 - Strategic direction to move off mainframe, potential RFP
 - Working on statewide DOC data right now
 - Question - Any 'straight sentences' where a person is incarcerated without supervision?
 - Have not found any cases like that yet



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- Some sentences but not be in the data as orders may be satisfied

immediately

- Question - Ability to pay in ways other than money orders?

- This is still only way to collect payments

- **DJS Restitution Overview - Jessica Dickerson**

- Internal DJS workgroup

- 2 Databases that don't connect:

- Restitution Tracking System where we manually enter information and the case management system

- 9 staff who are restitution coordinators along with other duties

- Once DJS receives a restitution order:

- Document court order and informal, stet, or other case related info as necessary and enter into the system. Includes payment plan. If court doesn't order a plan, one is developed with youth and family

- Sent to the restitution coordinator who enters payment plan information into the tracking system and processes payments twice a week. They also monitor and send notices when accounts becomes delinquent



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- Reminder letters are sent with a pre addressed envelope and payment information.
- DJS needs some identifying information to get payment to the victim. Sometimes checks come in without information and can't be matched
- Only check & money orders can be collected by DJS, mailed to central lock box
- If family struggles or becomes indigent this is communicated to case manager
- Funds get processed by the accounting department and checks sent through the Comptroller's Office. System automatically updated as payments come in so amount owed is current
- Order is overdue in 30 days without payment, letters sent on 30-60-90 day schedule. Any payment made in that time restarts the clock
- Victims contact DJS, CCU only concerned with debtors
- Quarterly meetings with Coordinators. Liaisons at CCU and access to CCU database. Regular communication and collaboration
- Informal adjustment agreement is pre-court supervision that requires victim consent and can include restitution. If youth is non compliant, the case can get forwarded to prosecutors.



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- Restitution coordinators are considered office professionals who have a few roles, one of which includes overseeing and administering restitution payments. Setting things up in the system, sending correspondence, and processing incoming payments. 9 staff in this role statewide
- If an order comes in without a payment plan, the case manager helps develop a plan with youth and family. This is based on the amount owed and case managers try to work something out. Goal is for meaningful payments each month.
- When is a case sent back to court for restitution? DJS is obligated to inform the court if restitution is overdue. At the end of supervision, the court is informed of the status of supervision. If supervision gets terminated the order goes to CCU.
- Don't know when DJS will be able to move towards multiple types of payments.
- Data not available right now.
- Does indigency factor in prior to referral? - considered in court, but the case manager works with the family and informs the court if necessary. Happy to work with families but they need to communicate to us.



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- How do court orders come in? They generally come into the local DJS office.

Some regions have court liaisons and are in hearings themselves. In Baltimore City they can go into the system and pull up orders.

- If they are in residential placement or the community, still assigned to case manager and similar processes. Can also collect funds while in facilities.
- Critical differences between DJS and DPSCS - judges, case load, nature of offenses all different. All orders are handled through DJS which does not have as many units.
- For cases with adults & juveniles in the same case, we coordinate well with the Victim Services unit in DPP.

- **Moving Toward DJS Model/Provisional Recommendation**

- Benefits:
 - Ability of obligors to make electronic payments
 - CCU would have the case before the case data is stale and it becomes less useful
 - CCU can use intercepts and other tools to collect restitution
 - Reduced burden on DPSCS



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- "Provisional recommendation for DPSCS to send overdue restitution to CCU

following a 30, 60, and 90 day notice. Provisional nature of the recommendation notes that both agencies need to further investigate, create new processes, and address a number of outstanding questions. With the workgroups's consensus, this provisional recommendation will begin that interagency process and move up to the Oversight Board for their endorsement."

- Discussion

- DPP would like to discuss internally and vote at the next meeting
- DPSCS focus is on managing the offenders and helping them be successful. This has to be primary responsibility
- Want to make sure we're properly factoring indigency and ability to pay before forwarding to CCU
- Appeal of CCU referral early on is the professionalization of collection. Moving to a unit with core expertise in collection makes sense.



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- Technology issues are key. Economies of scale. We shouldn't wait.

No reason to not allow CCU to collect and use electronic payments.

- Per DPP policy, fee collection is not a priority, restitution is
 - Issue will be discussed further at the next meeting
- **Setting Restitution Amounts and Schedules**
 - Tendency to take the amount owed and divide by the length of supervision to create a plan. To establish a good plan we need to collect data, investigate and monitor overtime. This can't really be done in court.
 - How do we set meaningful information?
 - Indigency is displayed in DPP case notes but there is no field for 'why'
 - Federal standards are a good place to start on payment schedules and amounts. We can work to have the US Attorney's Office at a future meeting.
 - Goal is to have schedules set at intake when more information is available
- **Next steps**
 - Technical assistance



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- Training
- Presentations